

9/616531

Freeform Search

Database:	US Pre-Grant Publication Full-Text Database
	US Patents Full-Text Database
	US OCR Full-Text Database
	EPO Abstracts Database
	JPO Abstracts Database
	Derwent World Patents Index
	IBM Technical Disclosure Bulletins
Term:	L17 and (customer same client)
Display:	10 Documents in Display Format: <input type="checkbox"/> Starting with Number 1
Generate:	<input type="radio"/> Hit List <input checked="" type="radio"/> Hit Count <input type="radio"/> Side by Side <input type="radio"/> Image

Search

Clear

Interrupt

Search History

DATE: Sunday, October 31, 2004 [Printable Copy](#) [Create Case](#)

<u>Set Name</u>	<u>Query</u>	<u>Hit Count</u>	<u>Set Name</u> result set
<i>DB=EPAB,JPAB,DWPI,TDBD; THES=ASSIGNEE; PLUR=YES; OP=OR</i>			
<u>L18</u>	L17 and (customer same client)	1	<u>L18</u>
<u>L17</u>	(return\$ with (middle\$ or third\$ or distributor or seller or customer)) and @ad<=19991230	6514	<u>L17</u>
<i>DB=USPT; THES=ASSIGNEE; PLUR=YES; OP=OR</i>			
<u>L16</u>	L15 not l11	9	<u>L16</u>
<u>L15</u>	L14 and (customer same client)	11	<u>L15</u>
<u>L14</u>	L13 and l1	143	<u>L14</u>
<u>L13</u>	705/? .ccls.	2455	<u>L13</u>
<u>L12</u>	L11 not l10	2	<u>L12</u>
<u>L11</u>	L4 and (return\$ with (middle\$ or distributor or seller)) and (customer same client)	6	<u>L11</u>
<u>L10</u>	L9 and l8	4	<u>L10</u>
<u>L9</u>	L4 and (return\$ with (middle\$ or distributor or seller)) and (customer with client)	4	<u>L9</u>
<u>L8</u>	L6 and (return\$ with (middle\$ or distributor or seller)) and (customer	4	<u>L8</u>

	with client)		
<u>L7</u>	L6 and (return\$ with (middle\$ or distributor or seller))	43	<u>L7</u>
<u>L6</u>	L5 and l1	116	<u>L6</u>
<u>L5</u>	705/26,27.ccls.	1196	<u>L5</u>
<u>L4</u>	L3 and l1	144	<u>L4</u>
<u>L3</u>	705/22,26,27,28.ccls.	1678	<u>L3</u>
<u>L2</u>	705/26,27,28.ccls.	1597	<u>L2</u>
<u>L1</u>	((send\$ or return\$) with (middle\$ or third\$ or distributor or seller)) and @ad<=19991230	32532	<u>L1</u>

END OF SEARCH HISTORY

Hit List

Clear	Generate Collection	Print	Fwd Refs	Bkwd Refs
Generate OACS				

Search Results - Record(s) 1 through 1 of 1 returned.

☐ 1. Document ID: WO 200195205 A1, AU 200120501 A, US 20020007318 A1

Using default format because multiple data bases are involved.

L18: Entry 1 of 1

File: DWPI

Dec 13, 2001

DERWENT-ACC-NO: 2002-130669

DERWENT-WEEK: 200225

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TITLE: Items ordering system through Internet e.g. for computer components, provides website which displays available status of particular item and price of particular item

INVENTOR: ALNWICK, J

PRIORITY-DATA: 2000US-0732738 (December 11, 2000), 1999US-173823P (December 30, 1999), 2000US-0616531 (July 14, 2000)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
<u>WO 200195205 A1</u>	December 13, 2001	E	063	G06F017/60
<u>AU 200120501 A</u>	December 17, 2001		000	G06F017/60
<u>US 20020007318 A1</u>	January 17, 2002		000	G06F017/60

INT-CL (IPC): G06 F 17/60

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	RMAC	Draw D
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Clear	Generate Collection	Print	Fwd Refs	Bkwd Refs	Generate OACS
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Terms	Documents
L17 and (customer same client)	1

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Generate Collection

Print

L16: Entry 5 of 9

File: USPT

Sep 5, 2000

DOCUMENT-IDENTIFIER: US 6115690 A

TITLE: Integrated business-to-business Web commerce and business automation system

Application Filing Date (1):19971222Detailed Description Text (11):

Referring now to FIG. 3, a block diagram is shown of a computing environment in which the present invention may be used. A Web-enabled, client/server relational database management system (DBMS) is provided storing a database including files belonging to different business domains, e.g. a products domain, a payments domain, a financial performance domain and a personnel domain. (The term "product" is used generically herein to refer to items sold and may be tangible goods, financial products, subscriptions--anything that may be bought and sold in a discrete transaction.) Also provided are code modules pertaining to each of the different domains. Customers and vendors may obtain access to the database through the Internet or the like. The physical location of the database therefore becomes irrelevant--the database can be everywhere in the world, either through wired communications or wireless communications. A firewall (or other security scheme, such as encryption, implemented in either hardware or software) may be provided between the Internet and the Web interface of the DBMS. Internal clients may be connected to the DBMS through a local area network (LAN) or through an intranet, using the Web interface.

Detailed Description Text (65):

Referring to FIG. 58, the manner in which various automation processes relate on an inter-domain basis may be appreciated. The products domain is represented in approximately the upper third of FIG. 58 and includes sales functions (5801) and shipping/receiving functions (5803). Purchasing and installation functions, now shown in FIG. 58, are shown in the microfiche appendix. The payments domain is represented in approximately the middle third of FIG. 58 and includes AP functions (5805), AR functions (5807) and return functions (5809). The financial performance domain is represented in approximately the lower third of FIG. 58 and has financial information automatically posted to it from the payments domain, as described more fully hereinafter. The personnel domain is not shown in FIG. 58 but draws upon information from the other domains in a manner described more fully hereinafter.

Detailed Description Text (213):

Referring to FIG. 114, there is shown a human resource infrastructure for a virtual organization performance evaluation model. All company personnel are linked to a digital "HR backbone," including operational management (VP.s, managers), engineering, strategic management (president), financial and legal personnel (CPA, lawyer), and staff within various departments (customer service, shipping/receiving, technical, accounting, purchasing, etc.). In concept, the HR backbone could be any information conduit. In an exemplary embodiment, the HR backbone is realized by the same integrated, Web-enabled, client/server database as described heretofore. Various functional blocks manipulate data stored within the database and form a personnel module.

Current US Original Classification (1):

h e b b g e e f c e b

e g

705/7

Current US Cross Reference Classification (2):
705/1

Current US Cross Reference Classification (5):
705/8

CLAIMS:

77. An automated business process for product sales that uses a Web-enabled relational database management system to automate an integrated supply chain including a seller and a plurality of vendors, the process comprising the steps of:

a seller placing vendor orders and entering order information into the database, the orders being communicated to the vendors through a global computer network;

the seller receiving the orders in whole or in part and entering receiving information into the database;

the vendors accessing receiving information through the global computer network to ensure prompt receipt of orders;

the seller requesting return of selected order items; and

the vendors accessing return information through the global computer network and in response thereto communicating return merchandise authorization numbers to the seller through the global computer network.

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S (RETURN\$ WITH (MIDDLE\$ OR THIRD\$ OR DISTRIBUTOR OR SELLER OR

Your SELECT statement is:

S (RETURN\$ WITH (MIDDLE\$ OR THIRD\$ OR DISTRIBUTOR OR SELLER OR
CUSTOMER)) AND (CUSTOMER AND CLIENT) AND PD<=991230

Items File

```
>>>File 9 processing for PD= : PD=991230
>>>  started at PD=100305 stopped at PD=980904
      243  9: Business & Industry(R)_Jul/1994-2004/Oct 27
      626 13: BAMP_2004/Oct W3
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>>>File 15:  started at PD=710000 stopped at PD=930106
      313 15: ABI/Inform(R)_1971-2004/Oct 30
>>>File 16 processing for PD= : PD=991230
>>>File 16:  started at PD=19900101 stopped at PD=19950623
      498 16: Gale Group PROMT(R)_1990-2004/Nov 01
>>>File 18 processing for PD= : PD=991230
>>>File 18:  started at PD=19860423 stopped at PD=19931110
       6 18: Gale Group F&S Index(R)_1988-2004/Nov 01
     1121 20: Dialog Global Reporter_1997-2004/Oct 31
       1 67: World Textiles_1968-2004/Oct
     305 75: TGG Management Contents(R)_86-2004/Oct W4
       48 112: UBM Industry News_1998-2004/Jan 27
       24 122: Harvard Business Review_1971-2004/Oct
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>>>File 129:  started at PD=30126 stopped at PD=930816
        2 129: PHIND(Archival)_1980-2004/Oct W4
>>>File 132 processing for PD= : PD=991230
>>>File 132:  started at PD=850703 stopped at PD=911118
        1 132: S&P's Daily News_1985-2004/Oct 29
       12 147: The Kansas City Star_1995-2003/Sep 26
>>>File 148 processing for PD= : PD=991230
>>>File 148:  started at PD=140105 stopped at PD=830728
       12 148: Gale Group Trade & Industry DB_1976-2004/Oct 15
Examined 50 files
>>>File 180 processing for PD= : PD=991230
>>>File 180:  started at PD=19850102 stopped at PD=19921224
       44 180: Federal Register_1985-2004/Oct 29
        1 233: Internet & Personal Comp. Abs._1981-2003/Sep
        2 256: TecInfoSource_82-2004/Jul
        1 258: AP News Jul_2000-2004/Oct 31
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5 264: DIALOG Defense Newsletters_1989-2004/Oct 29
35 267: Finance & Banking Newsletters_2004/Oct 25
>>>File 275 processing for PD= : PD=991230
>>>File 275: started at PD=140103 stopped at PD=881206
57 275: Gale Group Computer DB(TM)_1983-2004/Nov 01
>>>File 387 processing for PD= : PD=991230
>>>File 387: started at PD=931204 stopped at PD=990704
8 387: The Denver Post_1994-2004/Oct 29
3 392: Boston Herald_1995-2004/Oct 27
Examined 100 files
4 397: Las Vegas Review-Journal_1997-2004/Oct 29
>>>File 427 processing for PD= : PD=991230
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3 427: Fort Worth Star-Telegram_1993-2004/Feb 23
5 432: Tampa Tribune_1998-2004/Oct 29
2 433: Charleston Newspapers_1997-2004/Oct 29
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20 476: Financial Times Fulltext_1982-2004/Oct 30
1 477: Irish Times_1999-2004/Oct 30
3 481: DELPHES Eur Bus_95-2004/Oct W3
>>>File 485 processing for PD= : PD=991230
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26 485: Accounting & Tax DB_1971-2004/Oct W2
>>>File 486 processing for PD= : PD=991230
>>>File 486: started at PD=23 stopped at PD=970623
4 486: Press-Telegram_1992-2004/Oct 29
>>>File 487 processing for PD= : PD=991230
>>>File 487: started at PD=11/1/2001 stopped at PD=990314
1 487: Columbus Ledger-Enquirer_1994-2004/Oct 30
>>>File 490 processing for PD= : PD=991230
>>>File 490: started at PD=12/10/1998 stopped at PD=990306
1 490: Tallahassee Democrat_1993-2004/Oct 31
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>>>File 492: started at PD=11/10/99 stopped at PD=910923
17 492: Arizona Repub/Phoenix Gaz_19862002/Jan 06
>>>File 494 processing for PD= : PD=991230
>>>File 494: started at PD=2/7/2001 stopped at PD=930610
14 494: St LouisPost-Dispatch_1988-2004/Oct 29
>>>File 498 processing for PD= : PD=991230
>>>File 498: started at PD=12 stopped at PD=920618
1 498: Detroit Free Press_1987-2004/Oct 29
1 510: ESPICOM Pharm & Med Co. Profile_2004/Oct

Examined 150 files

3 512: ESPICOM Telecom./Power Rpts_2004/Oct
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>>>File 532: started at PD=921201 stopped at PD=990501
1 532: Bangor Daily News_1996-2004/Oct 31
>>>File 536 processing for PD= : PD=991230
>>>File 536: started at PD=920101 stopped at PD=970708
1 536: (GARY) POST-TRIBUNE_1992-1999/Dec 30
1 538: Boca Raton News_1994- 1999/Jul 05
109 541: SEC Online(TM) Annual Repts_1997/Sep W3
289 542: SEC Online(TM) 10-K Reports_1997/Sep W3
90 543: SEC Online(TM) 10-Q Reports_1997/Sep W3
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12 544: SEC Online(TM) Proxy Repts_1997/Sep W3
>>>File 545 processing for PD= : PD=991230
>>>File 545: started at PD=700101 stopped at PD=890406
40 545: Investext(R)_1982-2004/Oct 30
3 560: Spokane Spokesman-Review_1994-2004/Oct 29
21 563: Key Note Market Res._1986-2001/Aug 03
54 564: ICC Brit.Co.Ann.Rpts_1984-2004/Jun 22
3 566: Euromonitor Mkt.Res.Jrnls_2004/Apr
2 568: Asian Bus. Intelligence Rpts_2002/Oct 25
>>>File 570 processing for PD= : PD=991230
>>>File 570: started at PD=19840102 stopped at PD=19910623
14 570: Gale Group MARS(R)_1984-2004/Oct 29

Examined 200 files

1 576: Aberdeen American News_1995-2004/Oct 02
>>>File 577 processing for PD= : PD=991230
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17 577: Roanoke Times_1992-2004/Oct 28
2 582: Augusta Chronicle_1996- 2004/Oct 28
2 587: Jane's Defense&Aerospace_2004/Aug W5
1 606: Africa News_1999-2004/Oct 31
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81 608: KR/T Bus.News._1992-2004/Oct 31
180 610: Business Wire_1999-2004/Oct 27
>>>File 612 processing for PD= : PD=991230
>>>File 612: started at PD=83DE stopped at PD=890523
1 612: Japan Economic Newswire(TM)_1984-2004/Oct 31
149 613: PR Newswire_1999-2004/Oct 28
6 616: Canada NewsWire_1999-2001/Mar 09

>>>File 619 processing for PD= : PD=991230
>>>File 619: started at PD=120501 stopped at PD=991125
225 619: Asia Intelligence Wire_1995-2004/Oct 30
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>>>File 620: started at PD=890110 stopped at PD=990429
12 620: EIU:Viewswire_2004/Oct 28
>>>File 621 processing for PD= : PD=991230
>>>File 621: started at PD=00000000 stopped at PD=19910208
16 621: Gale Group New Prod.Annou.(R)_1985-2004/Nov 01
26 623: Business Week_1985-2004/Oct 28
>>>File 624 processing for PD= : PD=991230
>>>File 624: started at PD=104 stopped at PD=921201
23 624: McGraw-Hill Publications_1985-2004/Oct 28
>>>File 625 processing for PD= : PD=991230
>>>File 625: started at PD=8111 stopped at PD=890425
27 625: American Banker Publications_1981-2004/Oct 27
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3 626: Bond Buyer Full Text_1981-2004/Oct 29
42 627: EIU: Country Analysis_2004/Oct W3
9 629: EIU:BUS. Newsletters_2004/Oct W3
>>>File 631 processing for PD= : PD=991230
>>>File 631: started at PD=11/14/99 stopped at PD=850519
5 631: Boston Globe_1980-2004/Oct 28
>>>File 633 processing for PD= : PD=991230
>>>File 633: started at PD=830101 stopped at PD=880823
6 633: Phil.Inquirer_1983-2004/Oct 29
>>>File 634 processing for PD= : PD=991230
>>>File 634: started at PD=850602 stopped at PD=901209
10 634: San Jose Mercury_Jun 1985-2004/Oct 29
>>>File 635 processing for PD= : PD=991230
>>>File 635: started at PD=1190 stopped at PD=910826
297 635: Business Dateline(R)_1985-2004/Oct 30
>>>File 636 processing for PD= : PD=991230
>>>File 636: started at PD=19880101 stopped at PD=19940318
101 636: Gale Group Newsletter DB(TM)_1987-2004/Nov 01
>>>File 637 processing for PD= : PD=991230
>>>File 637: started at PD=1986 stopped at PD=940608
36 637: Journal of Commerce_1986-2004/Nov 02
>>>File 638 processing for PD= : PD=991230
>>>File 638: started at PD=25, stopped at PD=920701
15 638: Newsday/New York Newsday_1987-2004/Oct 30
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>>>File 640: started at PD=850209 stopped at PD=930621
6 640: San Francisco Chronicle_1988-2004/Oct 31
Examined 250 files

>>>File 641 processing for PD= : PD=991230

>>>File 641: started at PD=890523 stopped at PD=941109
4 641: Rocky Mountain News_Jun 1989-2004/Oct 29

>>>File 642 processing for PD= : PD=991230

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6 642: The Charlotte Observer_1988-2004/Oct 29
7 644: (Boulder) Daily Camera_1995- 2004/Oct 15
15 645: Contra Costa Papers_1995- 2004/Oct 28
2 646: Consumer Reports_1982-2004/Oct
678 647: CMP Computer Fulltext_1988-2004/Oct W3
61 648: TV and Radio Transcripts_1997-2004/Oct W4

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>>>File 649: started at PD=830104 stopped at PD=891231
15 649: Gale Group Newswire ASAP(TM)_2004/Oct 25

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>>>File 660: started at PD=901001 stopped at PD=960721
20 660: Federal News Service_1991-2002/Jul 02
15 674: Computer News Fulltext_1989-2004/Sep W1
51 696: DIALOG Telecom. Newsletters_1995-2004/Oct 29

>>>File 701 processing for PD= : PD=991230

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3 701: St Paul Pioneer Pr Apr_1988-2004/Oct 26

>>>File 702 processing for PD= : PD=991230

>>>File 702: started at PD=801018 stopped at PD=880603
11 702: Miami Herald_1983-2004/Oct 29

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>>>File 703: started at PD=880531 stopped at PD=951205
5 703: USA Today_1989-2004/Oct 29

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>>>File 704: started at PD=890101 stopped at PD=940624
6 704: (Portland)The Oregonian_1989-2004/Oct 29

>>>File 706 processing for PD= : PD=991230

>>>File 706: started at PD=10100 stopped at PD=940611
3 706: (New Orleans)Times Picayune_1989-2004/Oct 31

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11 707: The Seattle Times_1989-2004/Oct 30

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13 709: Richmond Times-Disp._1989-2004/Oct 29
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10 710: Times/Sun.Times(London)_Jun 1988-2004/Oct 30
>>>File 711 processing for PD= : PD=991230
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9 711: Independent(London)_Sep 1988-2004/Oct 29
>>>File 712 processing for PD= : PD=991230
>>>File 712: started at PD=11 stopped at PD=940616
2 712: Palm Beach Post_1989-2004/Oct 26
>>>File 713 processing for PD= : PD=991230
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7 713: Atlanta J/Const._1989-2004/Oct 31
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12 714: (Baltimore) The Sun_1990-2004/Oct 29
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2 716: Daily News Of L.A._1989-2004/Oct 29
Examined 300 files
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3 717: The Washington Times_Jun 1989-2004/Oct 29
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12 718: Pittsburgh Post-Gazette_Jun 1990-2004/Oct 22
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>>>File 719: started at PD=400100 stopped at PD=910819
8 719: (Albany) The Times Union_Mar 1986-2004/Oct 29
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1 720: (Columbia) The State_Dec 1987-2004/Oct 30
>>>File 721 processing for PD= : PD=991230
>>>File 721: started at PD=11/11/1999 stopped at PD=950502
1 721: Lexington Hrlld.-Ldr._1990-2004/Oct 29
>>>File 722 processing for PD= : PD=991230
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5 722: Cincinnati/Kentucky Post_1990-2004/Oct 28
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7 723: The Wichita Eagle_1990-2004/Oct 29

>>>File 724 processing for PD= : PD=991230
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11 724: (Minneapolis)Star Tribune_1989-1996/Feb 04
>>>File 726 processing for PD= : PD=991230
>>>File 726: started at PD=920101 stopped at PD=971024
15 726: S.China Morn.Post_1992--2004/Oct 30
>>>File 727 processing for PD= : PD=991230
>>>File 727: started at PD=107280 stopped at PD=950521
75 727: Canadian Newspapers_1990-2004/Oct 28
>>>File 728 processing for PD= : PD=991230
>>>File 728: started at PD=1022 stopped at PD=970622
32 728: Asia/Pac News_1994-2004/Oct W4
>>>File 732 processing for PD= : PD=991230
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7 732: San Francisco Exam._1990- 2000/Nov 21
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17 733: The Buffalo News_1990- 2004/Oct 29
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>>>File 734: started at PD=4 2002 stopped at PD=960316
1 734: Dayton Daily News_Oct 1990- 2004/Oct 27
>>>File 735 processing for PD= : PD=991230
>>>File 735: started at PD=25UARY stopped at PD=950407
6 735: St. Petersburg Times_1989- 2004/Oct 30
>>>File 736 processing for PD= : PD=991230
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4 736: Seattle Post-Int._1990-2004/Oct 29
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5 738: (Allentown) The Morning Call_1990-2004/Oct 29
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1 739: The Fresno Bee_1990-2004/Oct 29
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3 740: (Memphis)Comm.Appeal_1990-2004/Oct 30
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16 741: (Norfolk)Led./Pil._1990-2004/Sep 15
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2 742: (Madison)Cap.Tim/Wi.St.J_1990-2004/Oct 29
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6 743: (New Jersey)The Record_1989-2004/Oct 29
1 744: (Biloxi) Sun Herald_1995-2004/Oct 28
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3 748: Asia/Pac Bus. Jrnl_1994-2004/Oct 15
3 750: Emerging Mkts & Middle East News_1995-2004/Oct 28
6 754: IPO Maven_1994-2000/Jul
21 755: New Zealand Newspapers_1995-2004/Oct 31
1 760: Euromonitor Strategy_2004/Apr
37 761: Datamonitor Market Res._1992-2004/Oct
3 762: Euromonitor Market Res._1991-2004/Apr
7 763: Freedonia Market Res._1990-2004/Oct
7 764: BCC Market Research_1989-2004/Oct
35 765: Frost & Sullivan_1992-1999/Apr
6 766: (R)Kalorama Info Market Res._1993-2000/Aug
9 767: Frost & Sullivan Market Eng_2004/Oct
12 768: EIU Market Research_2004/Oct 29

Examined 350 files

>>>File 781 processing for PD= : PD=991230
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39 781: ProQuest Newsstand_1998-2004/Oct 31
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34 810: Business Wire_1986-1999/Feb 28
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13 813: PR Newswire_1987-1999/Apr 30
42 816: Canada NewsWire_1996-1999/Jun 24
3 861: UPI News_1996-1999/May 27
13 929: Albuquerque Newspapers_1995-2004/Oct 29
7 979: Milwaukee Jnl Sentinel Apr_1998-2004/Sep 06
6 980: Sarasota Herald-Tribune_1996-2004/Oct 29
10 985: World News Connection(R)_1995-2004/Oct 29

150 files have one or more items; file list includes 372 files.
One or more terms were invalid in 210 files.

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Refine Search

Search Results -

Terms	Documents
gps and (map\$ with location) and database and filter\$	2

Database:

US Pre-Grant Publication Full-Text Database
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Search:

L19

Refine Search

Recall Text

Clear

Interrupt

Search History

 DATE: Sunday, October 31, 2004 [Printable Copy](#) [Create Case](#)

<u>Set Name</u> side by side	<u>Query</u>	<u>Hit Count</u>	<u>Set Name</u> result set
DB=EPAB,JPAB,DWPI,TDBD; THES=ASSIGNEE; PLUR=YES; OP=OR			
<u>L19</u>	gps and (map\$ with location) and database and filter\$	2	<u>L19</u>
<u>L18</u>	L17 and (customer same client)	1	<u>L18</u>
<u>L17</u>	(return\$ with (middle\$ or third\$ or distributor or seller or customer)) and @ad<=19991230	6514	<u>L17</u>
DB=USPT; THES=ASSIGNEE; PLUR=YES; OP=OR			
<u>L16</u>	L15 not l11	9	<u>L16</u>
<u>L15</u>	L14 and (customer same client)	11	<u>L15</u>
<u>L14</u>	L13 and l1	143	<u>L14</u>
<u>L13</u>	705/? .ccls.	2455	<u>L13</u>
<u>L12</u>	L11 not l10	2	<u>L12</u>
<u>L11</u>	L4 and (return\$ with (middle\$ or distributor or seller)) and (customer same client)	6	<u>L11</u>
<u>L10</u>	L9 and l8	4	<u>L10</u>

<u>L9</u>	L4 and (return\$ with (middle\$ or distributor or seller)) and (customer with client)	4	<u>L9</u>
<u>L8</u>	L6 and (return\$ with (middle\$ or distributor or seller)) and (customer with client)	4	<u>L8</u>
<u>L7</u>	L6 and (return\$ with (middle\$ or distributor or seller))	43	<u>L7</u>
<u>L6</u>	L5 and 11	116	<u>L6</u>
<u>L5</u>	705/26,27.ccls.	1196	<u>L5</u>
<u>L4</u>	L3 and 11	144	<u>L4</u>
<u>L3</u>	705/22,26,27,28.ccls.	1678	<u>L3</u>
<u>L2</u>	705/26,27,28.ccls.	1597	<u>L2</u>
<u>L1</u>	((send\$ or return\$) with (middle\$ or third\$ or distributor or seller)) and @ad<=19991230	32532	<u>L1</u>

END OF SEARCH HISTORY

SHOW FILES

File 13:BAMP 2004/Oct W3

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File 180:Federal Register 1985-2004/Oct 29

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1/9/1 (Item 1 from file: 13)

DIALOG(R)File 13:BAMP

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1020717 Supplier Number: 00827723 (THIS IS THE FULLTEXT)

The champion hurdler of Aldershot speaks out

(Owner of Abadine Ltd, a catering equipment shop, looks at inconveniences and annoyances of running a small business)

Article Author(s): Durbridge, Phil

Housewares, p 14

September 1996

DOCUMENT TYPE: Journal ISSN: 0264-8563 (United Kingdom)

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 679

ABSTRACT:

Phil Durbridge enumerates the obstacles and hurdles in keeping his catering shop in business. These hurdles are: returns of value added tax (VAT) and big penalties which result from the inability to pay VAT on time; changing tax rules and more financial liabilities if these rules are not followed; visits from the National Insurance inspectors and the Health and Safety officer bringing with them books of rules that have to be strictly implemented; persistent people who recommend themselves as business rates and financial advisers; lack of assistance from the Enforcement Officer of the local council; pretense selling of services by credit control companies; and acquisition of certificates, permits and charts from government agencies. There are two main points contended. The first is that there are some companies that take weeks to deliver services while others take only a night or a maximum of 4 days. The second is when the client happens to order the wrong goods or when goods are delivered incorrectly, the goods are returned and are replaced. Suppliers often take weeks and even months to replace the goods returned to them.

TEXT:

Phil Durbridge reveals the hurdles he has had to overcome while running Abadine Ltd in Aldershot

Hampshire: Colin Jackson, eat your heart out, I'm a much better hurdler than you, and I could take that gold medal off of you any time I wanted, except my hurdles are different to yours.

It started in 1980 when I first opened my catering equipment shop covering not only a wide range of domestic and household items, but also commercial catering equipment and utensils, party disposables, sugar craft, and catering hire equipment. Catering fabrication manufacture came gradually over the next ten years.

My initial hurdles were to keep my bank manager happy with cash flow charts while also to keep stock flowing in and orders flowing out. Over the years other hurdles have appeared, they are:

photo omitted

1. VAT returns. Big penalties if they are not in on time.

2. The tax man. Also wants his pound of flesh, and is forever changing rules, so even accountants have a job keeping. Again, more financial penalties.

3. National Insurance inspectors who apparently call within every five year period. How clever I must have been, hiding myself in my high street shop without them finding me for 14 years.

4. The Health and Safety Officer from the local council, who also apparently calls within every five years, suddenly appearing out of the blue after 15 years with their "must do this" and "must do that" and their dozens of pamphlets and books of rules that must be "obeyed". Again, how clever of me to have concealed myself; perhaps I'm invisible.

photo omitted

5. Financial advisers, "Allied Crowbar" and the like who waste so much of my time. I try to be polite but can anyone tell me what part of "no" they don't understand.

6. The Enforcement Officer from the local council, who gave me undue pressure and hassle instead of giving me the help and assistance to overcome what were basically minor problems blown out of all proportions.

Why are so many "jobsworth" people employed by local authorities?

7. Business rates advisers. Rip-off merchants set up to rip me off. Usually the second word told to these people is "off"

8. Credit control companies. Now selling their "services" under all sorts of different guises. Again, the second word to these people is "off"

In addition to all these hurdles come the following:

- Health and safety policy
- Safety charts
- Employers' liability certificates
- VAT certificates
- Public liability certificates
- Company registration certificate
- Credit brokers licence

ALL MUST BE DISPLAYED OR PENALTIES MUST BE PAID.

And now the main bones of contention:

1. Goods inwards. Why do so many companies take so long to deliver? When some companies deliver overnight or within 3-4 days, why do others take 3-4 weeks! Are they taking the mickey, or just badly organised -- if so they don't deserve to be in business.

Some will blame us and say that we should pay sooner, etc, etc, but this is just a smoke screen to cover their inefficiency. If they are that busy, why not increase staff numbers.

2a. Credit notes. When we deliver wrong goods or the customer orders wrongly (or just changes his mind), we immediately re-stock and credit the goods. Maximum time from return of goods to customer's receipt of credit note: 2-3 days.

2b. But when I return goods to my suppliers (bar a few who are excellent) most take weeks and weeks, some even months, to send a credit note or replace the goods.

They blame BS5750 parts 1-99 and all other manner of things when the truth of the matter is that they leave it so long, hoping we will forget. Not me. I telephone every day until I receive a credit note or a replacement. I end up being unpopular, but I don't care, I know that I am right.

Despite the above, I still start at 7am every day because I enjoy what I do. And I couldn't work for an employer, as like most self-employed people I am probably unemployable.

Phil Durbridge

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SPECIAL FEATURES: Table

INDUSTRY NAMES: Home furnishings; Retailing non-food

PRODUCT NAMES: Home furnishing stores, NEC - retail (571973)

CONCEPT TERMS: Business strategies; Small business

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